

1. The first step is to identify the problem. This involves understanding the current situation and what needs to be changed.

2. The second step is to set goals. These should be specific, measurable, achievable, relevant, and time-bound (SMART).

3. The third step is to develop a plan. This involves identifying the resources needed and the steps to be taken.

4. The fourth step is to implement the plan. This involves putting the plan into action and monitoring progress.

5. The fifth step is to evaluate the results. This involves comparing the actual results with the goals and identifying areas for improvement.

6. The sixth step is to communicate the results. This involves sharing the findings with stakeholders and providing feedback.

7. The seventh step is to review the process. This involves reflecting on the experience and identifying lessons learned.

8. The eighth step is to revise the plan. This involves making adjustments based on the feedback and lessons learned.

9. The ninth step is to repeat the process. This involves continuing to monitor and improve the process over time.

10. The tenth step is to celebrate success. This involves recognizing the achievements and rewarding the team.

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LEVY ET AL.

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424	176.1 177.1	6/24/04	Leaf
530	340.1 340.5		
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